



# Customer Focus

*Service Updates for Valued DAS Customers  
December 2004 Volume 1, Issue 2  
Mollie K. Anderson, Director*

## **DAS Plans Second Distribution to Customer Agencies to Cover I/3 Costs**

DAS is committed to minimizing the impact of I/3 enterprise resource planning system costs on its customers' budgets. A new plan will distribute an additional \$811,000 (previously undistributed from the FY 2005 DAS general fund appropriation) to DAS customers to help offset these costs.

DAS and the I/3 Interim Customer council have worked together to develop a new FY 2005 rate of \$3.66 per month per full-time permanent employee, the same amount as the additional distribution, retroactive to July 1, 2004. A waiver request for the September 1 rate-setting deadline has been prepared. Agencies will not be billed until the distribution transfers have been completed.

DAS will now work closely with the Department of Management (DOM) to assure that the additional funds are included in customer agencies' current FY 2005 appropriations and Governor Vilsack's FY 2006 budget recommendation. Your DOM analyst will contact you to discuss how to include the distribution in your FY 2006 offers.

This action is not a precedent for future I/3 rate setting. For more information, e-mail [Denise.Sturm@iowa.gov](mailto:Denise.Sturm@iowa.gov).

## **Agencies to Get More Information about Space Management in January**

DAS-GSE staffers Dean Ibsen, Tim Ryburn and Barbara Bendon will be contacting agencies to ask for opportunities to review procedures for increasing, decreasing or vacating space on the Capitol Complex and to provide information on these topics:

- Association and leasing fees and the services associated with each;
- The basis for and verification of square footage calculations and office versus storage space;
- What agencies need to know about increasing, reducing or vacating space on the Capitol Complex, including six-month notification requirements;
- Service Level Agreements; including terms, required notifications and certification of space allocations for FY2006 billings that start July 1, 2005.

For more information, contact [Barbara.Bendon@iowa.gov](mailto:Barbara.Bendon@iowa.gov).

## **Mandatory Travel Planning Guidelines Eased**

In response to customer requests for greater flexibility, DAS announces a policy change. As of January 1, 2005, state government departments may determine their own procedures for their employees to follow when purchasing travel-related services from vendors. These may include the Internet resources, targeted small businesses, contracted travel agencies or other travel agency the department selects.

*Customer Focus* is a bi-monthly update for department management teams from the Department of Administrative Services. For more information, please visit our website at <http://www.das.iowa.gov>. Contact the editor at [Patti.Allen@iowa.gov](mailto:Patti.Allen@iowa.gov)

The DAS exclusive contract with Short's Travel Management will expire December 31, 2004. DAS plans to implement new non-exclusive agreements with travel providers by that time to assist state agencies that wish to continue working with a contract provider.

To assure that you get the best prices for airline tickets and other travel services, check prices carefully. Use more than one source before you buy. State employees remain responsible for booking errors. DAS-SAE will be sending accounting policy and procedure revisions very shortly. For more information, contact Jeannette Chupp, (515) 281-6288.

## Customer Council News

### Council Activities

All Customer Councils have approved **a change in member term length from two to three years**. Council Chairs are **finalizing a complaint resolution process** to address rate or rate-setting disputes. Iowa Code authorizes the DAS Director to assign DAS products and service to a utility, marketplace or leadership category. Plans for a Customer Council **review and comment period on product/service categorization** are being developed for the FY 2007 budget period. DAS is also planning an **orientation workshop for Customer Council members** to review roles, responsibilities, priorities and processes that will form the foundation for Council work.

**The HRE Customer Council** has approved the DAS-HRE utility business plan. DAS-HRE has also presented performance matrices and goals for each HRE work unit to the Council.

**The ITE Customer Council** is seeking two new members. A new public member will replace Gerry Bair, former director of the former Iowa Department of Revenue and Finance, who recently resigned. A new representative of a small agency will replace Gary Nichols, former executive director of the College Student Aid Commission, who retired. To nominate a representative or volunteer, please contact Diane Van Zante at (515) 281-3462.

In response to a question from the **GSE Customer Council**, the Department of Management (DOM) stated that Charter agencies are required to use utility services. GSE Council Chair John Bradford has accepted a new position in Minnesota and has resigned his council position.

The **I/3 Interim Customer Council** held its first meeting on October 28, 2004. Roger Stirler (Education) and John Baldwin (Corrections) were elected chair and co-chair, respectively. The Interim Council goals are to set bylaws and rate structure and determine structure of the permanent council. For more information on the Interim Council and a new I/3 rate, see the story on Page 1.

### Upcoming Customer Council Meetings

Human Resources Enterprise  
January 5, 1:30 p.m.  
Grimes First Floor Conf. Rm.

Information Technology Enterprise  
January 11, 1:00 p.m.  
Hoover 4<sup>th</sup> Floor Conf.

I/3 (Interim)  
January 13, 1:30 p.m.  
Hoover Level B, Conf. Rms. 2 & 3

General Services Enterprise  
January 18, 1:30 p.m.  
Hoover Level A, EMD Conf. Rm.

For Customer Council information:  
[http://das.iowa.gov/customer\\_councils/index.html](http://das.iowa.gov/customer_councils/index.html). You may also contact Linda Plazak, DAS Core, at (515) 281-6124.

## **More Updates**

### **DAS Customer Satisfaction Survey for FY 2004 Completed**

DAS conducted its 2004 Customer Satisfaction Survey during August and September to generate information that would help define improvement opportunities for improvement within DAS. Customers rated their level of satisfaction with each DAS work unit's service and the level of importance they place on service attributes like timeliness of delivery and quality. Work units are developing improvement projects addressing identified issues. You can see the survey report at <http://das.iowa.gov>.

### **DAS-HRE Posts *Just the Facts 2004* on the Internet**

You are invited to review the third annual Executive branch workforce almanac recently posted at the DAS website. As in previous years, the publication provides a complete statistical snapshot of state employee salaries, equal employment opportunity compliance, leave, benefits, mobility, years of service, and collective bargaining. Click here: [http://das.hre.iowa.gov/pdfs/publications/just\\_the\\_facts.pdf](http://das.hre.iowa.gov/pdfs/publications/just_the_facts.pdf).

### **Collective Bargaining Negotiations Underway**

The DAS-HRE Labor Relations team has been preparing for biennial contract negotiations with each of the State's three unions. Focus groups were held with Executive branch managers and supervisors during September 2004, to assist in developing the State's initial proposals. At this time, the State has exchanged initial proposals with all three organizations.

Formal negotiations began December 10 with Jim Hanks serving as the State's chief negotiator for all three contracts. Members of the DAS-HRE Labor Relations team assigned to fill second chair positions. Other executive branch departments also send representatives to serve on the management team. By law, negotiations are to be completed by March 15, 2005 for contracts that go into effect on July 1, 2005. For more information, contact Nancy Berggren, (515) 281-5064.

### **Save at Office Max with a State Procurement Card!**

Even at this busy time of year, you can save time and money by stocking up on office supplies from Office Max and using your state-issued procurement card to make the purchase. Earn a 5 percent rebate on all orders placed through December 31, 2004.

Procurement Cards	Barb Sullivan (515) 281-5922
Office Max Telephone Ordering	(800) 535-4755 weekdays, 7:00 am to 7:00 pm
Office Max Online Ordering	<a href="http://www.officeMaxSolutions.com">http://www.officeMaxSolutions.com</a> or <a href="http://www.BoiseOffice.com">http://www.BoiseOffice.com</a>

OfficeMax Account Representative	Tracy Mahlstadt (515) 523-2199 <a href="mailto:Tracy.Mahlstadt@boiseoffice.com">Tracy.Mahlstadt@boiseoffice.com</a>
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DAS Purchasing Agent	Dave Kaili (515) 281-4774 <a href="mailto:Dave.Kaili@iowa.gov">Dave.Kaili@iowa.gov</a>
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**Automatic Payroll Deduction (ADP) Program Restarted November 15**

The automatic payroll deduction (APD) program allows state employees to authorize after-tax payroll deductions to cover the cost of insurance not sponsored or endorsed by the State. DAS-HRE provides letters of introduction but does not review or endorse any ADP programs. For more information, contact Ed Holland, (515) 242-6143.

**Expect W-2s on Time**

DAS-SAE expects to have the state employees' Form W2s printed and distributed in early January 2005. State vendors can expect to receive their Form 1099s by the end of January 2005.

**Staffing Changes in DAS-HRE Professional Development Seminars (PDS)**

Daryl Frey has temporarily assumed the duties of Training Specialist, following the promotion of Lois Schmitz to a position in DAS-GSE. Melissa Karas from USA Staffing has joined PDS to assist during Suzie Reicks' maternity leave.

**DAS-ITE to Host DHS Medicaid Management Information System**

The ITE infrastructure services team recently signed a service level agreement (SLA) with the Iowa Department of Human Services (DHS) to provide hosting services for the DHS Medicaid Management Information System. The agreement to supply additional marketplace services allows DAS-ITE to leverage resources for a live business continuity center that will enhance IT system reliability for DHS and many other DAS-ITE customers. Services were formerly provided by an external vendor. For more information, contact Russ Rozinek, (515) 281-4836.

**FY 2004 State of Iowa Salary Book Published**

In accordance with Iowa Code, the annual state salary book was delivered to members of the media and legislative leadership. For more information, contact Patti Allen, (515) 281-7056.

**New Restrictions at Wallace Building Parking Ramp**

Driving on the upper parking ramp level of the Wallace Building parking ramp has been restricted due to continued deterioration. Effective immediately, only vehicles with ADA permits may park near the lower end of the ramp next to the Auditorium entrance. Barriers across the deck just west of the Auditorium Entrance will restrict all traffic from the center one-third and west one-third third of the ramp level. Loading and unloading trucks should use the dock at the northwest corner of the building. DAS-GSE is continuing to evaluate the safest and most efficient access for those Wallace Building tenants who will be moving to the new Ankeny lab facility in early 2005. For more information, contact DAS-GSE Customer Service at 242-5120.

**DAS Print, DAS Mail, IPI Host Customer Appreciation Open Houses**

More than 100 guests enjoyed refreshments at a December 7 Open House in the Wallace Building, hosted by DAS Print and Iowa Prison Industries. Mollie Anderson and Pat Deluhery from DAS, Roger Baysden of IPI and Bob Straker from AFSCME greeted guests. Open houses in other copy centers are also on the drawing board. For more information, contact Lise Melton at (515) 281-5050.